

# Maine Department of Health and Human Services Integrated Monthly Crisis Report

STATEWIDE  
 May 2013



Continuous Quality  
 Improvement Services  
 An Office of the  
 Department of Health and Human Services

Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

## I. Consumer Demographics (Unduplicated Counts - Face to Face)

Gender	Children	Males	243	Females	284				
	Adults	Males	694	Females	746				
Age Range	Children	<5y.o.	3	5-9	65	10-14	263	15-17	197
	Adults	18-21	142	22-35	463	36-60	674	61 & Older	150
Payment Source	Children	MaineCare	376	Private Ins.	135	Uninsured	18	Medicare	2
	Adults	MaineCare	759	Private Ins.	265	Uninsured	272	Medicare	164

## II. Summary of All Crisis Contacts

	CHILDREN	ADULT
a. Total number of telephone contacts.	3885	13315
b. Total number of all INITIAL face to face contacts.	552	1499
c. Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER	33	
d. Number of face to face contacts that are ongoing support for crisis resolution/stabilization.	154	506

## III. Initial Crisis Contact Information

	CHILDREN	ADULT
a. Total number of INITIAL face to face contacts in which wellness plan, crisis plan, ISP or advanced directive plan previously developed with the individual was used.	69	145
b. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT,TCM).	202	398
c. Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis.	198	377
d. SUM TOTAL time in minutes for all INITIAL face to face contacts in II.b. from determination of need for face to face contact or when individual was ready and able to be seen to initial face to face contact.		36538
e. Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact.		825
f. Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact.		579

### CHILDREN ONLY: Time from determination of need for face to face contact or when individual was ready and able to be seen to initial face to face contact:

Less than 1 hour	1 to 2 hours	2 to 4 hours	More than 4 hours
280	148	79	45
51%	27%	14%	8%

### CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis :

Less than 3 hours	3 to 6 hours	6 to 8 hours	8 to 14 hours	More than 14 hours
377	102	16	19	19
68%	18%	3%	3%	3%

## IV. Site of Initial Face to Face Contacts

	CHILDREN	ADULT
<b>Number of face to face contacts seen in :</b>		
a. Primary Residence (Home)	81	127
b. Family/Relative/Other Residence	2	7
c. Other Community Setting (Work, School, Police Dept., Public Place)	53	41
d. SNF, Nursing Home, Boarding Home	0	14
e. Residential Program (Congregate Community Residence, Apartment Program)	2	11
f. Homeless Shelter	0	6
g. Provider Office	4	38
h. Crisis Office	103	279
i. Emergency Department	303	905
j. Other Hospital Location	4	47
k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility)	0	24
<b>NOTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts</b>	<b>552</b>	<b>1499</b>
<b>Sec. IV Total</b>	<b>100%</b>	<b>100%</b>

## V. Initial Crisis Resolution (Mutually Exclusive & Exhaustive)

	CHILDREN	ADULT
<b>Number of face to face contacts that resulted in:</b>		
a. Crisis stabilization with no referral for mental health/substance abuse follow-up	17	84
b. Crisis stabilization with referral to new provider for mental health/substance abuse follow-up	107	289
c. Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up	223	539
d. Admission to Crisis Stabilization Unit	87	150
e. Inpatient Hospitalization-Medical	2	48
f. Voluntary Psychiatric Hospitalization	114	302
g. Involuntary Psychiatric Hospitalization	1	67
h. Admission to Detox Unit	1	20
<b>NOTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts</b>	<b>552</b>	<b>1499</b>
<b>Sec. V Total</b>	<b>100%</b>	<b>100%</b>

# ADULTS ONLY

Adult AMHI CONSENT DECREE FEEDBACK REPORT		
<u>No.</u>	<u>Result</u>	<u>STANDARD</u>
IV.35	24.6%	No more than 20-25% of face to face contacts result in Psychiatric Hospitalization.
IV.36	24.4 Average Minutes	90% of Crisis Phone Calls Requiring Face to Face Assessments are responded to within an average of 30 minutes from the end of the phone call.
IV. 37	94%	90% of all Face to Face Assessments Result in Resolution for the Consumer Within 8 Hours of Initiation of the Face to Face Assessment.
IV.38	95%	90% of all Face to Face Contacts in which the client has a Community Support Worker, the Worker is notified of the crisis.

STATE OF MAINE Monthly Crisis Report

Agency	AMHC-Aroostook	Contact Person	Month	May
Address	43 Hatch Drive	Lorraine Chamberlain	Fiscal Year	2013
	Caribou, ME 04736	Contact Phone Number		
		207-498-6431		

I. Consumer Demographics (Unduplicated Counts - Face to Face)									
Gender	Children	Males	12	Females	18				
	Adults	Males	35	Females	51				
Age Range	Children	<5y.o.	0	5-9	1	10-14	15	15-17	14
	Adults	18-21	14	22-35	21	36-60	38	61 & Older	13
Payment Source	Children	MaineCare	22	Private Ins.	7	Uninsured	1	Medicare	0
	Adults	MaineCare	57	Private Ins.	13	Uninsured	16	Medicare	

II. Summary of All Crisis Contacts										CHILDREN	ADULT
a. Total number of telephone contacts.										609	3007
b. Total number of all INITIAL face to face contacts.										30	86
c. Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER										0	
d. Number of face to face contacts that are ongoing support for crisis resolution/stabilization.										14	97

III. Initial Crisis Contact Information										CHILDREN	ADULT
a. Total number of INITIAL face to face contacts in which wellness plan, crisis plan, ISP or advanced directive plan previously developed with the individual was used.										3	14
b. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT,TCM).										7	14
c. Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis.										6	12
d. SUM TOTAL time in minutes for all INITIAL face to face contacts in II.b. from determination of need for face to face contact or when individual was ready and able to be seen to initial face to face contact.											1788
e. Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact.											56
f. Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact.											29

CHILDREN ONLY: Time from determination of need for face to face contact or when individual was ready and able to be seen to initial face to face contact break out :									
Less than 1 hour	9	1 to 2 hours	16	2 to 4 hours	4	More than 4 hours	1		

CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out:									
Less than 3 hours	7	3 to 6 hours	7	6 to 8 hours	1	8 to 14 hours	0	More than 14 hours	

IV. Site of Initial Face to Face Contacts										CHILDREN	ADULT
Number of face to face contacts seen in :											
a. Primary Residence (Home)										1	1
b. Family/Relative/Other Residence											
c. Other Community Setting (Work, School, Police Dept., Public Place)											
d. SNF, Nursing Home, Boarding Home											4
e. Residential Program (Congregate Community Residence, Apartment Program)											
f. Homeless Shelter											
g. Provider Office										0	
h. Crisis Office										3	14
i. Emergency Department										25	56
j. Other Hospital Location										1	11
k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility)											
NOTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts										30	86
Sec. IV Total											

V. Initial Crisis Resolution (Mutually Exclusive & Exhaustive)										CHILDREN	ADULT
Number of face to face contacts that resulted in:											
a. Crisis stabilization with no referral for mental health/substance abuse follow-up										1	5
b. Crisis stabilization with referral to new provider for mental health/substance abuse follow-up											
c. Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up										15	55
d. Admission to Crisis Stabilization Unit										5	3
e. Inpatient Hospitalization-Medical											2
f. Voluntary Psychiatric Hospitalization										9	14
g. Involuntary Psychiatric Hospitalization											7
h. Admission to Detox Unit											
NOTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts										30	86
Sec. V Total											

AMHI CONSENT DECREE FEEDBACK REPORT

AMHC-Aroostook		May	SFY2013
No.	Result	STANDARD	
IV.35	<b>24%</b>	No more than 20-25% of face to face contacts result in Psychiatric Hospitalization.	
IV.36	20.8 <i>Average Minutes</i>	90% of Crisis Phone Calls Requiring Face to Face Assessments are responded to within an average of 30 minutes from the end of the phone call.	
IV.37	99%	90% of all Face to Face Assessments Result in Resolution for the Consumer Within 8 Hours of Initiation of the Face to Face Assessment.	
IV.38	<b>86%</b>	90% of all Face to Face Contacts in which the client has a Community Support Worker, the Worker is notified of the crisis.	
NOTE: IF STANDARD IS MET, THEN RESULT CELL WILL BE			
GREEN ON A TURQUOISE BACKGROUND.			
IF STANDARD IS NOT MET, THEN RESULT CELL WILL BE			
<b>RED BOLD ON A GOLD BACKGROUND</b>			

<<<< Note: This cell should be no greater than IV.i.

<<<< NOTE: This cell should be no greater than Sec IV. Total minus IV.i.

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STATE OF MAINE Monthly Crisis Report

Agency	AMHC-Atlantic	Contact Person	Month	May
Address	1 Stackpole Rd	Annette Adams	Fiscal Year	2013
	Machias	Contact Phone Number		
		207-255-0996		

I. Consumer Demographics (Unduplicated Counts - Face to Face)

Gender	Children	Males	8	Females	14				
Adults	Males	35	Females	52					
Age Range	Children	<5y.o.	0	5-9	1	10-14	16	15-17	6
	Adults	18-21	7	22-35	29	36-60	44	61 & Older	7
Payment Source	Children	MaineCare	13	Private Ins.	8	Uninsured	1	Medicare	
	Adults	MaineCare	37	Private Ins.	18	Uninsured	16	Medicare	16

II. Summary of All Crisis Contacts

	CHILDREN	ADULT
a. Total number of telephone contacts.	380	1764
b. Total number of all INITIAL face to face contacts.	23	86
c. Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER	4	
d. Number of face to face contacts that are ongoing support for crisis resolution/stabilization.	10	50

III. Initial Crisis Contact Information

	CHILDREN	ADULT
a. Total number of INITIAL face to face contacts in which wellness plan, crisis plan, ISP or advanced directive plan previously developed with the individual was used.	10	50
b. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT,TCM).	9	16
c. Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis.	9	15
d. SUM TOTAL time in minutes for all INITIAL face to face contacts in II.b. from determination of need for face to face contact or when individual was ready and able to be seen to initial face to face contact.		4146
e. Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact.		59
f. Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact.		26

CHILDREN ONLY: Time from determination of need for face to face contact or when individual was ready and able to be seen to initial face to face contact break out :

Less than 1 hour	6	1 to 2 hours	11	2 to 4 hours	5	More than 4 hours	1
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CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out:

Less than 3 hours	17	3 to 6 hours	4	6 to 8 hours	2	8 to 14 hours		More than 14 hours	
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IV. Site of Initial Face to Face Contacts

	CHILDREN	ADULT
<b>Number of face to face contacts seen in :</b>		
a. Primary Residence (Home)	1	2
b. Family/Relative/Other Residence		
c. Other Community Setting (Work, School, Police Dept., Public Place)	5	3
d. SNF, Nursing Home, Boarding Home		
e. Residential Program (Congregate Community Residence, Apartment Program)		
f. Homeless Shelter		
g. Provider Office		
h. Crisis Office	5	9
i. Emergency Department	10	60
j. Other Hospital Location	2	9
k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility)		3
<b>NOTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts</b>	<b>23</b>	<b>86</b>
<b>Sec. IV Total</b>		

V. Initial Crisis Resolution (Mutually Exclusive & Exhaustive)

	CHILDREN	ADULT
<b>Number of face to face contacts that resulted in:</b>		
a. Crisis stabilization with no referral for mental health/substance abuse follow-up	1	9
b. Crisis stabilization with referral to new provider for mental health/substance abuse follow-up	2	28
c. Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up	10	20
d. Admission to Crisis Stabilization Unit	4	3
e. Inpatient Hospitalization-Medical	1	6
f. Voluntary Psychiatric Hospitalization	4	17
g. Involuntary Psychiatric Hospitalization	0	3
h. Admission to Detox Unit	1	0
<b>NOTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts</b>	<b>23</b>	<b>86</b>
<b>Sec. V Total</b>		

AMHI CONSENT DECREE FEEDBACK REPORT

AMHC-Atlantic		May	SFY2013
No.	Result	STANDARD	
IV.35	<b>23%</b>	No more than 20-25% of face to face contacts result in Psychiatric Hospitalization.	
IV.36	<b>48.2</b> Average Minutes	90% of Crisis Phone Calls Requiring Face to Face Assessments are responded to within an average of 30 minutes from the end of the phone call.	
IV.37	99%	90% of all Face to Face Assessments Result in Resolution for the Consumer Within 8 Hours of Initiation of the Face to Face Assessment.	
IV.38	94%	90% of all Face to Face Contacts in which the client has a Community Support Worker, the Worker is notified of the crisis.	
NOTE: IF STANDARD IS MET, THEN RESULT CELL WILL BE			
GREEN ON A TURQUOISE BACKGROUND.			
IF STANDARD IS NOT MET, THEN RESULT CELL WILL BE			
RED BOLD ON A GOLD BACKGROUND			

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STATE OF MAINE Monthly Crisis Report

Agency	Community Health & Counseling Services	Contact Person	Month	May
Address	PO Box 425 Bangor, ME 04401-0425	Tom Lynn	Fiscal Year	2013
		Contact Phone Number		
		922-4457		

I. Consumer Demographics (Unduplicated Counts - Face to Face)

Gender	Children	Males	9	Females	22				
Adults	Males	72	Females	67					
Age Range	Children	<5y.o.	0	5-9	2	10-14	16	15-17	13
	Adults	18-21	7	22-35	52	36-60	65	61 & Older	15
Payment Source	Children	MaineCare	22	Private Ins.	8	Uninsured	1	Medicare	0
	Adults	MaineCare	89	Private Ins.	48	Uninsured	2	Medicare	0

II. Summary of All Crisis Contacts

	CHILDREN	ADULT
a. Total number of telephone contacts.	242	1559
b. Total number of all INITIAL face to face contacts.	31	139
c. Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER	3	
d. Number of face to face contacts that are ongoing support for crisis resolution/stabilization.	11	87

III. Initial Crisis Contact Information

	CHILDREN	ADULT
a. Total number of INITIAL face to face contacts in which wellness plan, crisis plan, ISP or advanced directive plan previously developed with the individual was used.	2	12
b. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT,TCM).	12	40
c. Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis.	9	36
d. SUM TOTAL time in minutes for all INITIAL face to face contacts in II.b. from determination of need for face to face contact or when individual was ready and able to be seen to initial face to face contact.		3030
e. Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact.		86
f. Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact.		51

CHILDREN ONLY: Time from determination of need for face to face contact or when individual was ready and able to be seen to initial face to face contact break out :

Less than 1 hour	26	1 to 2 hours	5	2 to 4 hours	0	More than 4 hours	0
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CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out:

Less than 3 hours	30	3 to 6 hours	1	6 to 8 hours	0	8 to 14 hours	0	More than 14 hours	0
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IV. Site of Initial Face to Face Contacts

	CHILDREN	ADULT
<b>Number of face to face contacts seen in :</b>		
a. Primary Residence (Home)	8	9
b. Family/Relative/Other Residence	1	1
c. Other Community Setting (Work, School, Police Dept., Public Place)	7	10
d. SNF, Nursing Home, Boarding Home	0	0
e. Residential Program (Congregate Community Residence, Apartment Program)	0	0
f. Homeless Shelter	0	0
g. Provider Office	1	4
h. Crisis Office	4	24
i. Emergency Department	10	87
j. Other Hospital Location	0	3
k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility)	0	1
<b>NOTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts</b>	<b>31</b>	<b>139</b>
<b>Sec. IV Total</b>		

V. Initial Crisis Resolution (Mutually Exclusive & Exhaustive)

	CHILDREN	ADULT
<b>Number of face to face contacts that resulted in:</b>		
a. Crisis stabilization with no referral for mental health/substance abuse follow-up	2	7
b. Crisis stabilization with referral to new provider for mental health/substance abuse follow-up	1	18
c. Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up	17	57
d. Admission to Crisis Stabilization Unit	9	23
e. Inpatient Hospitalization-Medical	0	20
f. Voluntary Psychiatric Hospitalization	2	11
g. Involuntary Psychiatric Hospitalization	0	0
h. Admission to Detox Unit	0	3
<b>NOTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts</b>	<b>31</b>	<b>139</b>
<b>Sec. V Total</b>		

AMHI CONSENT DECREE FEEDBACK REPORT

Community Health & Counseling Services    May    SFY2013

No.	Result	STANDARD
IV.35	8%	No more than 20-25% of face to face contacts result in Psychiatric Hospitalization.
IV.36	21.8 <small>Average Minutes</small>	90% of Crisis Phone Calls Requiring Face to Face Assessments are responded to within an average of 30 minutes from the end of the phone call.
IV.37	99%	90% of all Face to Face Assessments Result in Resolution for the Consumer Within 8 Hours of Initiation of the Face to Face Assessment.
IV.38	90%	90% of all Face to Face Contacts in which the client has a Community Support Worker, the Worker is notified of the crisis.
NOTE: IF STANDARD IS MET, THEN RESULT CELL WILL BE  GREEN ON A TURQUOISE BACKGROUND.		
IF STANDARD IS NOT MET, THEN RESULT CELL WILL BE RED BOLD ON A GOLD BACKGROUND		

<<<< Note: This cell should be no greater than IV.i.

<<<< NOTE: This cell should be no greater than Sec IV. Total minus IV.i.

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STATE OF MAINE Monthly Crisis Report

Agency	Crisis & Counseling Centers	Contact Person	Month	May
Address	10 Caldwell Road	Nicole Auclair	Fiscal Year	2013
	Augusta, ME 04330	Contact Phone Number		
		207-213-4535		

I. Consumer Demographics (Unduplicated Counts - Face to Face)

Gender	Children	Males	45	Females	34				
Adults	Males	122	Females	150					
Age Range	Children	<5y.o.	1	5-9	6	10-14	49	15-17	23
	Adults	18-21	33	22-35	88	36-60	119	61 & Older	32
Payment Source	Children	MaineCare	68	Private Ins.	11	Uninsured	0	Medicare	0
	Adults	MaineCare	196	Private Ins.	36	Uninsured	32	Medicare	8

II. Summary of All Crisis Contacts

	CHILDREN	ADULT
a. Total number of telephone contacts.	792	2589
b. Total number of all INITIAL face to face contacts.	79	272
c. Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER	0	
d. Number of face to face contacts that are ongoing support for crisis resolution/stabilization.	37	80

III. Initial Crisis Contact Information

	CHILDREN	ADULT
a. Total number of INITIAL face to face contacts in which wellness plan, crisis plan, ISP or advanced directive plan previously developed with the individual was used.	0	9
b. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT,TCM).	29	79
c. Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis.	29	79
d. SUM TOTAL time in minutes for all INITIAL face to face contacts in II.b. from determination of need for face to face contact or when individual was ready and able to be seen to initial face to face contact.		4751
e. Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact.		179
f. Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact.		91

CHILDREN ONLY: Time from determination of need for face to face contact or when individual was ready and able to be seen to initial face to face contact break out :

Less than 1 hour	5	1 to 2 hours	46	2 to 4 hours	28	More than 4 hours	0
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CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out:

Less than 3 hours	77	3 to 6 hours	2	6 to 8 hours	0	8 to 14 hours	0	More than 14 hours	0
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IV. Site of Initial Face to Face Contacts

	CHILDREN	ADULT
<b>Number of face to face contacts seen in :</b>		
a. Primary Residence (Home)	19	33
b. Family/Relative/Other Residence	0	3
c. Other Community Setting (Work, School, Police Dept., Public Place)	18	3
d. SNF, Nursing Home, Boarding Home	0	3
e. Residential Program (Congregate Community Residence, Apartment Program)	1	4
f. Homeless Shelter	0	1
g. Provider Office	0	5
h. Crisis Office	10	31
i. Emergency Department	31	181
j. Other Hospital Location	0	5
k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility)	0	3
NOTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts	79	272
Sec. IV Total		

V. Initial Crisis Resolution (Mutually Exclusive & Exhaustive)

	CHILDREN	ADULT
<b>Number of face to face contacts that resulted in:</b>		
a. Crisis stabilization with no referral for mental health/substance abuse follow-up	1	10
b. Crisis stabilization with referral to new provider for mental health/substance abuse follow-up	5	42
c. Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up	32	94
d. Admission to Crisis Stabilization Unit	28	49
e. Inpatient Hospitalization-Medical	0	0
f. Voluntary Psychiatric Hospitalization	13	62
g. Involuntary Psychiatric Hospitalization	0	15
h. Admission to Detox Unit	0	0
NOTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts	79	272
Sec. V Total		

AMHI CONSENT DECREE FEEDBACK REPORT

Crisis & Counseling Centers		May	SFY2013
No.	Result	STANDARD	
IV.35	<b>28%</b>	No more than 20-25% of face to face contacts result in Psychiatric Hospitalization.	
IV.36	17.5 <small>Average Minutes</small>	90% of Crisis Phone Calls Requiring Face to Face Assessments are responded to within an average of 30 minutes from the end of the phone call.	
IV.37	99%	90% of all Face to Face Assessments Result in Resolution for the Consumer Within 8 Hours of Initiation of the Face to Face Assessment.	
IV.38	100%	90% of all Face to Face Contacts in which the client has a Community Support Worker, the Worker is notified of the crisis.	
NOTE: IF STANDARD IS MET, THEN RESULT CELL WILL BE			
GREEN ON A TURQUOISE BACKGROUND.			
IF STANDARD IS NOT MET, THEN RESULT CELL WILL BE			
RED BOLD ON A GOLD BACKGROUND			

<<<< Note: This cell should be no greater than IV.i.

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STATE OF MAINE Monthly Crisis Report

Agency	Counseling Services Inc.	Contact Person	Month	May
Address	P O Box 1010	Laura Kass, LCSW	Fiscal Year	2013
	Saco, ME 04072	Contact Phone Number		
		207-282-1500		

I. Consumer Demographics (Unduplicated Counts - Face to Face)

Gender	Children	Males	43	Females	59				
Adults	Males	109	Females	104					
Age Range	Children	<5y.o.	0	5-9	14	10-14	52	15-17	36
	Adults	18-21	22	22-35	65	36-60	101	61 & Older	25
Payment Source	Children	MaineCare	58	Private Ins.	38	Uninsured	6	Medicare	
	Adults	MaineCare	96	Private Ins.	50	Uninsured	63	Medicare	4

II. Summary of All Crisis Contacts

	CHILDREN	ADULT
a. Total number of telephone contacts.	212	546
b. Total number of all INITIAL face to face contacts.	118	248
c. Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER	1	
d. Number of face to face contacts that are ongoing support for crisis resolution/stabilization.	13	16

III. Initial Crisis Contact Information

	CHILDREN	ADULT
a. Total number of INITIAL face to face contacts in which wellness plan, crisis plan, ISP or advanced directive plan previously developed with the individual was used.	11	22
b. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT,TCM).	28	58
c. Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis.	28	58
d. SUM TOTAL time in minutes for all INITIAL face to face contacts in II.b. from determination of need for face to face contact or when individual was ready and able to be seen to initial face to face contact.		7150
e. Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact.		169
f. Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact.		37

CHILDREN ONLY: Time from determination of need for face to face contact or when individual was ready and able to be seen to initial face to face contact break out :

Less than 1 hour	1 to 2 hours	41	2 to 4 hours	34	More than 4 hours	42
1						

CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out:

Less than 3 hours	59	3 to 6 hours	31	6 to 8 hours	8	8 to 14 hours	15	More than 14 hours	5

IV. Site of Initial Face to Face Contacts

	CHILDREN	ADULT
<b>Number of face to face contacts seen in :</b>		
a. Primary Residence (Home)	2	4
b. Family/Relative/Other Residence		
c. Other Community Setting (Work, School, Police Dept., Public Place)	4	1
d. SNF, Nursing Home, Boarding Home		1
e. Residential Program (Congregate Community Residence, Apartment Program)		
f. Homeless Shelter		
g. Provider Office	2	4
h. Crisis Office	34	34
i. Emergency Department	76	204
j. Other Hospital Location		
k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility)		
<b>NOTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts</b>	<b>118</b>	<b>248</b>
<b>Sec. IV Total</b>		

V. Initial Crisis Resolution (Mutually Exclusive & Exhaustive)

	CHILDREN	ADULT
<b>Number of face to face contacts that resulted in:</b>		
a. Crisis stabilization with no referral for mental health/substance abuse follow-up		
b. Crisis stabilization with referral to new provider for mental health/substance abuse follow-up	46	74
c. Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up	33	53
d. Admission to Crisis Stabilization Unit	8	3
e. Inpatient Hospitalization-Medical		6
f. Voluntary Psychiatric Hospitalization	31	80
g. Involuntary Psychiatric Hospitalization	0	28
h. Admission to Detox Unit		4
<b>NOTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts</b>	<b>118</b>	<b>248</b>
<b>Sec. V Total</b>		

AMHI CONSENT DECREE FEEDBACK REPORT

Counseling Services Inc.			May	SFY2013
No.	Result	STANDARD		
IV.35	<b>44%</b>	No more than 20-25% of face to face contacts result in Psychiatric Hospitalization.		
IV.36	<b>28.8</b> Average Minutes	90% of Crisis Phone Calls Requiring Face to Face Assessments are responded to within an average of 30 minutes from the end of the phone call.		
IV.37	<b>83%</b>	90% of all Face to Face Assessments Result in Resolution for the Consumer Within 8 Hours of Initiation of the Face to Face Assessment.		
IV.38	<b>100%</b>	90% of all Face to Face Contacts in which the client has a Community Support Worker, the Worker is notified of the crisis.		
NOTE: IF STANDARD IS MET, THEN RESULT CELL WILL BE				
GREEN ON A TURQUOISE BACKGROUND.				
IF STANDARD IS NOT MET, THEN RESULT CELL WILL BE				
<b>RED BOLD ON A GOLD BACKGROUND</b>				

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STATE OF MAINE Monthly Crisis Report

Agency	Evergreen Behavioral Services	Contact Person	Month	May
Address	31 Franklin Health Commons Suite	Crystal Harting	Fiscal Year	2013
	Farmington ME 04938	Contact Phone Number		
		779-2843		

I. Consumer Demographics (Unduplicated Counts - Face to Face)									
Gender	Children	Males	6	Females	10				
	Adults	Males	21	Females	14				
Age Range	Children	<5y.o.	0	5-9	3	10-14	6	15-17	7
	Adults	18-21	3	22-35	11	36-60	18	61 & Older	3
Payment Source	Children	MaineCare	12	Private Ins.	3	Uninsured	1	Medicare	0
	Adults	MaineCare	15	Private Ins.	10	Uninsured	2	Medicare	8

II. Summary of All Crisis Contacts										CHILDREN	ADULT
a. Total number of telephone contacts.										103	208
b. Total number of all INITIAL face to face contacts.										19	40
c. Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER										2	
d. Number of face to face contacts that are ongoing support for crisis resolution/stabilization.										7	17

III. Initial Crisis Contact Information										CHILDREN	ADULT
a. Total number of INITIAL face to face contacts in which wellness plan, crisis plan, ISP or advanced directive plan previously developed with the individual was used.										0	2
b. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT,TCM).										10	9
c. Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis.										10	9
d. SUM TOTAL time in minutes for all INITIAL face to face contacts in II.b. from determination of need for face to face contact or when individual was ready and able to be seen to initial face to face contact.											1245
e. Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact.											15
f. Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact.											23

CHILDREN ONLY: Time from determination of need for face to face contact or when individual was ready and able to be seen to initial face to face contact break out :									
Less than 1 hour	11	1 to 2 hours	7	2 to 4 hours	1	More than 4 hours	0		

CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out:									
Less than 3 hours	12	3 to 6 hours	6	6 to 8 hours	0	8 to 14 hours	1	More than 14 hours	0

IV. Site of Initial Face to Face Contacts										CHILDREN	ADULT
Number of face to face contacts seen in :											
a. Primary Residence (Home)										2	8
b. Family/Relative/Other Residence										0	1
c. Other Community Setting (Work, School, Police Dept., Public Place)										1	1
d. SNF, Nursing Home, Boarding Home										0	0
e. Residential Program (Congregate Community Residence, Apartment Program)										0	0
f. Homeless Shelter										0	0
g. Provider Office										0	3
h. Crisis Office										11	7
i. Emergency Department										5	16
j. Other Hospital Location										0	2
k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility)										0	2
NOTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts										19	40
Sec. IV Total											

V. Initial Crisis Resolution (Mutually Exclusive & Exhaustive)										CHILDREN	ADULT
Number of face to face contacts that resulted in:											
a. Crisis stabilization with no referral for mental health/substance abuse follow-up										1	4
b. Crisis stabilization with referral to new provider for mental health/substance abuse follow-up										3	2
c. Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up										8	24
d. Admission to Crisis Stabilization Unit										4	4
e. Inpatient Hospitalization-Medical										0	1
f. Voluntary Psychiatric Hospitalization										3	5
g. Involuntary Psychiatric Hospitalization										0	0
h. Admission to Detox Unit										0	0
NOTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts										19	40
Sec. V Total											

AMHI CONSENT DECREE FEEDBACK REPORT

Evergreen Behavioral Services		May	SFY2013
No.	Result	STANDARD	
IV.35	13%	No more than 20-25% of face to face contacts result in Psychiatric Hospitalization.	
IV.36	31.1 Average Minutes	90% of Crisis Phone Calls Requiring Face to Face Assessments are responded to within an average of 30 minutes from the end of the phone call.	
IV.37	95%	90% of all Face to Face Assessments Result in Resolution for the Consumer Within 8 Hours of Initiation of the Face to Face Assessment.	
IV.38	100%	90% of all Face to Face Contacts in which the client has a Community Support Worker, the Worker is notified of the crisis.	
NOTE: IF STANDARD IS MET, THEN RESULT CELL WILL BE			
GREEN ON A TURQUOISE BACKGROUND.			
IF STANDARD IS NOT MET, THEN RESULT CELL WILL BE			
RED BOLD ON A GOLD BACKGROUND			

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STATE OF MAINE Monthly Crisis Report

Agency	Mid-Coast Mental Health Center	Contact Person	Month	May
Address	12 Union St. Rockland, ME 04841	Patti Isnardi	Fiscal Year	2013
		Contact Phone Number		
		701-4476		

I. Consumer Demographics (Unduplicated Counts - Face to Face)									
Gender	Children	Males	20	Females	16				
	Adults	Males	46	Females	61				
Age Range	Children	<5y.o.	1	5-9	3	10-14	16	15-17	16
	Adults	18-21	13	22-35	40	36-60	42	61 & Older	12
Payment Source	Children	MaineCare	31	Private Ins.	4	Uninsured	1	Medicare	0
	Adults	MaineCare	33	Private Ins.	21	Uninsured	20	Medicare	31

II. Summary of All Crisis Contacts										CHILDREN	ADULT
a. Total number of telephone contacts.										26	97
b. Total number of all INITIAL face to face contacts.										38	120
c. Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER										1	
d. Number of face to face contacts that are ongoing support for crisis resolution/stabilization.										19	18

III. Initial Crisis Contact Information										CHILDREN	ADULT
a. Total number of INITIAL face to face contacts in which wellness plan, crisis plan, ISP or advanced directive plan previously developed with the individual was used.										5	0
b. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT,TCM).										13	13
c. Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis.										13	12
d. SUM TOTAL time in minutes for all INITIAL face to face contacts in II.b. from determination of need for face to face contact or when individual was ready and able to be seen to initial face to face contact.											1650
e. Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact.											82
f. Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact.											35

CHILDREN ONLY: Time from determination of need for face to face contact or when individual was ready and able to be seen to initial face to face contact break out :									
Less than 1 hour	37	1 to 2 hours	0	2 to 4 hours	1	More than 4 hours	0		

CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out:									
Less than 3 hours	23	3 to 6 hours	10	6 to 8 hours	1	8 to 14 hours	0	More than 14 hours	3

IV. Site of Initial Face to Face Contacts										CHILDREN	ADULT
Number of face to face contacts seen in :											
a. Primary Residence (Home)										2	0
b. Family/Relative/Other Residence										0	0
c. Other Community Setting (Work, School, Police Dept., Public Place)										3	2
d. SNF, Nursing Home, Boarding Home										0	1
e. Residential Program (Congregate Community Residence, Apartment Program)										0	0
f. Homeless Shelter										0	1
g. Provider Office										0	3
h. Crisis Office										6	18
i. Emergency Department										27	85
j. Other Hospital Location										0	3
k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility)										0	7
NOTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts										38	120
Sec. IV Total											

V. Initial Crisis Resolution (Mutually Exclusive & Exhaustive)										CHILDREN	ADULT
Number of face to face contacts that resulted in:											
a. Crisis stabilization with no referral for mental health/substance abuse follow-up										1	2
b. Crisis stabilization with referral to new provider for mental health/substance abuse follow-up										1	13
c. Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up										17	39
d. Admission to Crisis Stabilization Unit										4	7
e. Inpatient Hospitalization-Medical										1	5
f. Voluntary Psychiatric Hospitalization										14	43
g. Involuntary Psychiatric Hospitalization										0	1
h. Admission to Detox Unit										0	10
NOTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts										38	120
Sec. V Total											

AMHI CONSENT DECREE FEEDBACK REPORT

Mid-Coast Mental Health Center		May	SFY2013
No.	Result	STANDARD	
IV.35	<b>37%</b>	No more than 20-25% of face to face contacts result in Psychiatric Hospitalization.	
IV.36	13.8 <small>Average Minutes</small>	90% of Crisis Phone Calls Requiring Face to Face Assessments are responded to within an average of 30 minutes from the end of the phone call.	
IV.37	98%	90% of all Face to Face Assessments Result in Resolution for the Consumer Within 8 Hours of Initiation of the Face to Face Assessment.	
IV.38	92%	90% of all Face to Face Contacts in which the client has a Community Support Worker, the Worker is notified of the crisis.	
NOTE: IF STANDARD IS MET, THEN RESULT CELL WILL BE			
GREEN ON A TURQUOISE BACKGROUND.			
IF STANDARD IS NOT MET, THEN RESULT CELL WILL BE			
<b>RED BOLD ON A GOLD BACKGROUND</b>			

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STATE OF MAINE Monthly Crisis Report

Agency	Opportunity Alliance	Contact Person	Month	May
Address	50 Lydia Lane	Veronica Ross	Fiscal Year	2013
	South Portland, ME 04106	Contact Phone Number		
		523-5068		

I. Consumer Demographics (Unduplicated Counts - Face to Face)									
Gender	Children	Males	3	Females	0				
	Adults	Males	89	Females	124				
Age Range	Children	<5y.o.	0	5-9	0	10-14	1	15-17	2
	Adults	18-21	16	22-35	60	36-60	110	61 & Older	16
Payment Source	Children	MaineCare	2	Private Ins.	0	Uninsured	0	Medicare	0
	Adults	MaineCare	64	Private Ins.	26	Uninsured	52	Medicare	60

II. Summary of All Crisis Contacts										CHILDREN	ADULT
a. Total number of telephone contacts.										349	2349
b. Total number of all INITIAL face to face contacts.										3	217
c. Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER										0	
d. Number of face to face contacts that are ongoing support for crisis resolution/stabilization.										0	74

III. Initial Crisis Contact Information										CHILDREN	ADULT
a. Total number of INITIAL face to face contacts in which wellness plan, crisis plan, ISP or advanced directive plan previously developed with the individual was used.										1	6
b. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT,TCM).										1	78
c. Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis.										1	67
d. SUM TOTAL time in minutes for all INITIAL face to face contacts in II.b. from determination of need for face to face contact or when individual was ready and able to be seen to initial face to face contact.											4113
e. Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact.											17
f. Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact.											200

CHILDREN ONLY: Time from determination of need for face to face contact or when individual was ready and able to be seen to initial face to face contact break out :									
Less than 1 hour	3	1 to 2 hours	0	2 to 4 hours	0	More than 4 hours	0		

CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out:									
Less than 3 hours	0	3 to 6 hours	0	6 to 8 hours	0	8 to 14 hours	0	More than 14 hours	0

IV. Site of Initial Face to Face Contacts										CHILDREN	ADULT
Number of face to face contacts seen in :											
a. Primary Residence (Home)										1	50
b. Family/Relative/Other Residence										0	0
c. Other Community Setting (Work, School, Police Dept., Public Place)										0	19
d. SNF, Nursing Home, Boarding Home										0	0
e. Residential Program (Congregate Community Residence, Apartment Program)										1	2
f. Homeless Shelter										0	4
g. Provider Office										0	17
h. Crisis Office										0	103
i. Emergency Department										1	17
j. Other Hospital Location										0	5
k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility)										0	0
NOTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts										3	217
Sec. IV Total											

V. Initial Crisis Resolution (Mutually Exclusive & Exhaustive)										CHILDREN	ADULT
Number of face to face contacts that resulted in:											
a. Crisis stabilization with no referral for mental health/substance abuse follow-up										0	17
b. Crisis stabilization with referral to new provider for mental health/substance abuse follow-up										2	48
c. Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up										1	122
d. Admission to Crisis Stabilization Unit										0	18
e. Inpatient Hospitalization-Medical										0	3
f. Voluntary Psychiatric Hospitalization										0	8
g. Involuntary Psychiatric Hospitalization										0	0
h. Admission to Detox Unit										0	1
NOTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts										3	217
Sec. V Total											

AMHI CONSENT DECREE FEEDBACK REPORT

Opportunity Alliance		May	SFY2013
No.	Result	STANDARD	
IV.35	4%	No more than 20-25% of face to face contacts result in Psychiatric Hospitalization.	
IV.36	19.0 Average Minutes	90% of Crisis Phone Calls Requiring Face to Face Assessments are responded to within an average of 30 minutes from the end of the phone call.	
IV.37	100%	90% of all Face to Face Assessments Result in Resolution for the Consumer Within 8 Hours of Initiation of the Face to Face Assessment.	
IV.38	86%	90% of all Face to Face Contacts in which the client has a Community Support Worker, the Worker is notified of the crisis.	
NOTE: IF STANDARD IS MET, THEN RESULT CELL WILL BE			
GREEN ON A TURQUOISE BACKGROUND.			
IF STANDARD IS NOT MET, THEN RESULT CELL WILL BE			
RED BOLD ON A GOLD BACKGROUND			

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STATE OF MAINE Monthly Crisis Report

Agency	Oxford County Mental Health	Contact Person	Month	May
Address	150 CONGRESS STREET	SHERRY TIDSWELL	Fiscal Year	2013
	RUMFORD, ME 04276	Contact Phone Number		
		207-364-3549		

I. Consumer Demographics (Unduplicated Counts - Face to Face)

Gender	Children	Males	8	Females	10				
	Adults	Males	33	Females	28				
Age Range	Children	<5y.o.	0	5-9	2	10-14	7	15-17	9
	Adults	18-21	4	22-35	21	36-60	34	61 & Older	2
Payment Source	Children	MaineCare	17	Private Ins.	3	Uninsured	0	Medicare	0
	Adults	MaineCare	44	Private Ins.	6	Uninsured	9	Medicare	22

II. Summary of All Crisis Contacts

	CHILDREN	ADULT
a. Total number of telephone contacts.	19	56
b. Total number of all INITIAL face to face contacts.	18	61
c. Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER	2	
d. Number of face to face contacts that are ongoing support for crisis resolution/stabilization.	8	27

III. Initial Crisis Contact Information

	CHILDREN	ADULT
a. Total number of INITIAL face to face contacts in which wellness plan, crisis plan, ISP or advanced directive plan previously developed with the individual was used.	1	1
b. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT,TCM).	6	20
c. Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis.	6	19
d. SUM TOTAL time in minutes for all INITIAL face to face contacts in II.b. from determination of need for face to face contact or when individual was ready and able to be seen to initial face to face contact.		2460
e. Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact.		35
f. Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact.		18

CHILDREN ONLY: Time from determination of need for face to face contact or when individual was ready and able to be seen to initial face to face contact break out :

Less than 1 hour	1 to 2 hours	2 to 4 hours	More than 4 hours
14	3	1	0

CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out:

Less than 3 hours	3 to 6 hours	6 to 8 hours	8 to 14 hours	More than 14 hours
12	4	0	1	1

IV. Site of Initial Face to Face Contacts

	CHILDREN	ADULT
<b>Number of face to face contacts seen in :</b>		
a. Primary Residence (Home)	2	3
b. Family/Relative/Other Residence	0	0
c. Other Community Setting (Work, School, Police Dept., Public Place)	0	1
d. SNF, Nursing Home, Boarding Home	0	2
e. Residential Program (Congregate Community Residence, Apartment Program)	0	3
f. Homeless Shelter	0	0
g. Provider Office	0	0
h. Crisis Office	3	7
i. Emergency Department	13	41
j. Other Hospital Location	0	4
k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility)	0	0
<b>NOTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts</b>	<b>18</b>	<b>61</b>

V. Initial Crisis Resolution (Mutually Exclusive & Exhaustive)

	CHILDREN	ADULT
<b>Number of face to face contacts that resulted in:</b>		
a. Crisis stabilization with no referral for mental health/substance abuse follow-up	0	3
b. Crisis stabilization with referral to new provider for mental health/substance abuse follow-up	8	22
c. Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up	6	12
d. Admission to Crisis Stabilization Unit	1	11
e. Inpatient Hospitalization-Medical	0	0
f. Voluntary Psychiatric Hospitalization	3	8
g. Involuntary Psychiatric Hospitalization	0	4
h. Admission to Detox Unit	0	1
<b>NOTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts</b>	<b>18</b>	<b>61</b>

AMHI CONSENT DECREE FEEDBACK REPORT

Oxford County Mental Health		May	SFY2013
No.	Result	STANDARD	
IV.35	20%	No more than 20-25% of face to face contacts result in Psychiatric Hospitalization.	
IV.36	40.3 Average Minutes	90% of Crisis Phone Calls Requiring Face to Face Assessments are responded to within an average of 30 minutes from the end of the phone call.	
IV.37	87%	90% of all Face to Face Assessments Result in Resolution for the Consumer Within 8 Hours of Initiation of the Face to Face Assessment.	
IV.38	95%	90% of all Face to Face Contacts in which the client has a Community Support Worker, the Worker is notified of the crisis.	
NOTE: IF STANDARD IS MET, THEN RESULT CELL WILL BE			
GREEN ON A TURQUOISE BACKGROUND.			
IF STANDARD IS NOT MET, THEN RESULT CELL WILL BE			
RED BOLD ON A GOLD BACKGROUND			

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STATE OF MAINE Monthly Crisis Report

Agency	Sweetser	Contact Person	Month	May
Address	50 Moody St	Beth Delano	Fiscal Year	2013
	Saco, ME 04072	Contact Phone Number		
		294-4530		

I. Consumer Demographics (Unduplicated Counts - Face to Face)

Gender	Children	Males	41	Females	54				
Adults	Males			Females					
Age Range	Children	<5y.o.	0	5-9	15	10-14	40	15-17	40
	Adults	18-21		22-35		36-60		61 & Older	
Payment Source	Children	MaineCare	52	Private Ins.	41	Uninsured	2	Medicare	0
	Adults	MaineCare		Private Ins.		Uninsured		Medicare	

II. Summary of All Crisis Contacts

	CHILDREN	ADULT
a. Total number of telephone contacts.	723	
b. Total number of all INITIAL face to face contacts.	98	
c. Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER	12	
d. Number of face to face contacts that are ongoing support for crisis resolution/stabilization.	12	

III. Initial Crisis Contact Information

	CHILDREN	ADULT
a. Total number of INITIAL face to face contacts in which wellness plan, crisis plan, ISP or advanced directive plan previously developed with the individual was used.	27	
b. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT,TCM).	56	
c. Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis.	56	
d. SUM TOTAL time in minutes for all INITIAL face to face contacts in II.b. from determination of need for face to face contact or when individual was ready and able to be seen to initial face to face contact.		
e. Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact.		
f. Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact.		

CHILDREN ONLY: Time from determination of need for face to face contact or when individual was ready and able to be seen to initial face to face contact break out :

Less than 1 hour	91	1 to 2 hours	7	2 to 4 hours	0	More than 4 hours	0
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CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out:

Less than 3 hours	57	3 to 6 hours	30	6 to 8 hours	4	8 to 14 hours	1	More than 14 hours	6
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IV. Site of Initial Face to Face Contacts

	CHILDREN	ADULT
Number of face to face contacts seen in :		
a. Primary Residence (Home)	31	
b. Family/Relative/Other Residence	1	
c. Other Community Setting (Work, School, Police Dept., Public Place)	8	
d. SNF, Nursing Home, Boarding Home	0	
e. Residential Program (Congregate Community Residence, Apartment Program)	0	
f. Homeless Shelter	0	
g. Provider Office	0	
h. Crisis Office	11	
i. Emergency Department	47	
j. Other Hospital Location	0	
k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility)	0	
NOTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts	98	0
Sec. IV Total		

V. Initial Crisis Resolution (Mutually Exclusive & Exhaustive)

	CHILDREN	ADULT
Number of face to face contacts that resulted in:		
a. Crisis stabilization with no referral for mental health/substance abuse follow-up	2	
b. Crisis stabilization with referral to new provider for mental health/substance abuse follow-up	18	
c. Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up	48	
d. Admission to Crisis Stabilization Unit	14	
e. Inpatient Hospitalization-Medical	0	
f. Voluntary Psychiatric Hospitalization	16	
g. Involuntary Psychiatric Hospitalization	0	
h. Admission to Detox Unit	0	
NOTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts	98	0
Sec. V Total		

AMHI CONSENT DECREE FEEDBACK REPORT

Sweetser		May	SFY2013
No.	Result	STANDARD	
IV.35		No more than 20-25% of face to face contacts result in Psychiatric Hospitalization.	
IV.36	<b>Average Minutes</b>	90% of Crisis Phone Calls Requiring Face to Face Assessments are responded to within an average of 30 minutes from the end of the phone call.	
IV. 37		90% of all Face to Face Assessments Result in Resolution for the Consumer Within 8 Hours of Initiation of the Face to Face Assessment.	
IV.38		90% of all Face to Face Contacts in which the client has a Community Support Worker, the Worker is notified of the crisis.	
NOTE: IF STANDARD IS MET, THEN RESULT CELL WILL BE			
GREEN ON A TURQUOISE BACKGROUND.			
IF STANDARD IS NOT MET, THEN RESULT CELL WILL BE			
RED BOLD ON A GOLD BACKGROUND			

<<<< Note: This cell should be no greater than IV.i.

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STATE OF MAINE Monthly Crisis Report

Agency	Sweetser	Contact Person	Month	May
Address	50 Moody St	Beth Delano	Fiscal Year	2013
	Saco, ME 04072	Contact Phone Number		
		294-4530		

I. Consumer Demographics (Unduplicated Counts - Face to Face)

Gender	Children	Males	16	Females	22				
Adults	Males	64	Females	48					
Age Range	Children	<5y.o.	0	5-9	6	10-14	17	15-17	15
	Adults	18-21	15	22-35	40	36-60	43	61 & Older	14
Payment Source	Children	MaineCare	30	Private Ins.	5	Uninsured	3	Medicare	0
	Adults	MaineCare	46	Private Ins.	21	Uninsured	45	Medicare	0

II. Summary of All Crisis Contacts

	CHILDREN	ADULT
a. Total number of telephone contacts.	217	608
b. Total number of all INITIAL face to face contacts.	38	115
c. Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER	3	
d. Number of face to face contacts that are ongoing support for crisis resolution/stabilization.	7	22

III. Initial Crisis Contact Information

	CHILDREN	ADULT
a. Total number of INITIAL face to face contacts in which wellness plan, crisis plan, ISP or advanced directive plan previously developed with the individual was used.	8	18
b. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT,TCM).	14	21
c. Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis.	14	21
d. SUM TOTAL time in minutes for all INITIAL face to face contacts in II.b. from determination of need for face to face contact or when individual was ready and able to be seen to initial face to face contact.		3320
e. Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact.		56
f. Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact.		27

CHILDREN ONLY: Time from determination of need for face to face contact or when individual was ready and able to be seen to initial face to face contact break out :

Less than 1 hour	30	1 to 2 hours	4	2 to 4 hours	3	More than 4 hours	1
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CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out:

Less than 3 hours	26	3 to 6 hours	7	6 to 8 hours	0	8 to 14 hours	1	More than 14 hours	4
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IV. Site of Initial Face to Face Contacts

	CHILDREN	ADULT
<b>Number of face to face contacts seen in :</b>		
a. Primary Residence (Home)	3	8
b. Family/Relative/Other Residence	0	2
c. Other Community Setting (Work, School, Police Dept., Public Place)	4	0
d. SNF, Nursing Home, Boarding Home	0	2
e. Residential Program (Congregate Community Residence, Apartment Program)	0	0
f. Homeless Shelter	0	0
g. Provider Office	0	2
h. Crisis Office	10	8
i. Emergency Department	21	85
j. Other Hospital Location	0	0
k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility)	0	8
<b>NOTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts</b>	<b>38</b>	<b>115</b>
<b>Sec. IV Total</b>		

V. Initial Crisis Resolution (Mutually Exclusive & Exhaustive)

	CHILDREN	ADULT
<b>Number of face to face contacts that resulted in:</b>		
a. Crisis stabilization with no referral for mental health/substance abuse follow-up	0	3
b. Crisis stabilization with referral to new provider for mental health/substance abuse follow-up	6	26
c. Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up	22	39
d. Admission to Crisis Stabilization Unit	5	14
e. Inpatient Hospitalization-Medical	0	3
f. Voluntary Psychiatric Hospitalization	5	25
g. Involuntary Psychiatric Hospitalization	0	4
h. Admission to Detox Unit	0	1
<b>NOTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts</b>	<b>38</b>	<b>115</b>
<b>Sec. V Total</b>		

AMHI CONSENT DECREE FEEDBACK REPORT

Sweetser		May	SFY2013
No.	Result	STANDARD	
IV.35	<b>25%</b>	No more than 20-25% of face to face contacts result in Psychiatric Hospitalization.	
IV.36	28.9 <small>Average Minutes</small>	90% of Crisis Phone Calls Requiring Face to Face Assessments are responded to within an average of 30 minutes from the end of the phone call.	
IV.37	<b>72%</b>	90% of all Face to Face Assessments Result in Resolution for the Consumer Within 8 Hours of Initiation of the Face to Face Assessment.	
IV.38	100%	90% of all Face to Face Contacts in which the client has a Community Support Worker, the Worker is notified of the crisis.	
NOTE: IF STANDARD IS MET, THEN RESULT CELL WILL BE			
GREEN ON A TURQUOISE BACKGROUND.			
IF STANDARD IS NOT MET, THEN RESULT CELL WILL BE			
<b>RED BOLD ON A GOLD BACKGROUND</b>			

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STATE OF MAINE Monthly Crisis Report

Agency	Tri-County	Contact Person	Month	May
Address	230 Bartlett St. Lewiston 04240	Laurie Cyr-Martel	Fiscal Year	2013
		Contact Phone Number		
		783-4695 ext. 112		

I. Consumer Demographics (Unduplicated Counts - Face to Face)

Gender	Children	Males	32	Females	25				
	Adults	Males	68	Females	47				
Age Range	Children	<5y.o.	1	5-9	12	10-14	28	15-17	16
	Adults	18-21	8	22-35	36	36-60	60	61 & Older	11
Payment Source	Children	MaineCare	49	Private Ins.	7	Uninsured	2	Medicare	2
	Adults	MaineCare	82	Private Ins.	16	Uninsured	15	Medicare	15

II. Summary of All Crisis Contacts

	CHILDREN	ADULT
a. Total number of telephone contacts.	213	532
b. Total number of all INITIAL face to face contacts.	57	115
c. Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER	5	
d. Number of face to face contacts that are ongoing support for crisis resolution/stabilization.	16	18

III. Initial Crisis Contact Information

	CHILDREN	ADULT
a. Total number of INITIAL face to face contacts in which wellness plan, crisis plan, ISP or advanced directive plan previously developed with the individual was used.	1	11
b. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT,TCM).	17	50
c. Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis.	17	49
d. SUM TOTAL time in minutes for all INITIAL face to face contacts in II.b. from determination of need for face to face contact or when individual was ready and able to be seen to initial face to face contact.		2885
e. Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact.		71
f. Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact.		42

CHILDREN ONLY: Time from determination of need for face to face contact or when individual was ready and able to be seen to initial face to face contact break out :

Less than 1 hour	47	1 to 2 hours	8	2 to 4 hours	2	More than 4 hours	0
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CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out:

Less than 3 hours	57	3 to 6 hours	0	6 to 8 hours	0	8 to 14 hours	0	More than 14 hours	0
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IV. Site of Initial Face to Face Contacts

	CHILDREN	ADULT
<b>Number of face to face contacts seen in :</b>		
a. Primary Residence (Home)	9	9
b. Family/Relative/Other Residence	0	0
c. Other Community Setting (Work, School, Police Dept., Public Place)	3	1
d. SNF, Nursing Home, Boarding Home	0	1
e. Residential Program (Congregate Community Residence, Apartment Program)	0	2
f. Homeless Shelter	0	0
g. Provider Office	1	0
h. Crisis Office	6	24
i. Emergency Department	37	73
j. Other Hospital Location	1	5
k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility)	0	0
<b>NOTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts</b>	<b>57</b>	<b>115</b>

V. Initial Crisis Resolution (Mutually Exclusive & Exhaustive)

	CHILDREN	ADULT
<b>Number of face to face contacts that resulted in:</b>		
a. Crisis stabilization with no referral for mental health/substance abuse follow-up	8	24
b. Crisis stabilization with referral to new provider for mental health/substance abuse follow-up	15	16
c. Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up	14	24
d. Admission to Crisis Stabilization Unit	5	15
e. Inpatient Hospitalization-Medical	0	2
f. Voluntary Psychiatric Hospitalization	14	29
g. Involuntary Psychiatric Hospitalization	1	5
h. Admission to Detox Unit	0	0
<b>NOTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts</b>	<b>57</b>	<b>115</b>

AMHI CONSENT DECREE FEEDBACK REPORT		
	Tri-County	May SFY2013
No.	Result	STANDARD
IV.35	<b>30%</b>	No more than 20-25% of face to face contacts result in Psychiatric Hospitalization.
IV.36	25.1 <small>Average Minutes</small>	90% of Crisis Phone Calls Requiring Face to Face Assessments are responded to within an average of 30 minutes from the end of the phone call.
IV.37	98%	90% of all Face to Face Assessments Result in Resolution for the Consumer Within 8 Hours of Initiation of the Face to Face Assessment.
IV.38	98%	90% of all Face to Face Contacts in which the client has a Community Support Worker, the Worker is notified of the crisis.
NOTE: IF STANDARD IS MET, THEN RESULT CELL WILL BE		
GREEN ON A TURQUOISE BACKGROUND.		
IF STANDARD IS NOT MET, THEN RESULT CELL WILL BE		
<b>RED BOLD ON A GOLD BACKGROUND</b>		

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